

# HOME HEALTH QUALITY CAMPAIGN PROGRESS REPORT



Report for OPEN ARMS HOME HEALTH CARE - DES MOINES, LLC  
1331 IDAHO STREET, DES MOINES

## QUALITY OF PATIENT CARE STAR RATING



1/1/18-12/31/18

## PATIENT SURVEY RESULTS STAR RATING



1/1/18-12/31/18

### REDUCTION OF HOSPITAL READMISSIONS

GOAL: 15.8%



**N/A%**

AGENCY AVERAGE

**16.0%**

IOWA AVERAGE

**15.8%**

NATIONAL AVERAGE

1/1/17-12/31/17

### IMPROVEMENT OF MEDICATION TAKING

GOAL: 68% BY 2020; 70% BY 2021



**N/A%**

AGENCY AVERAGE

**67.9%**

IOWA AVERAGE

**68.5%**

NATIONAL AVERAGE

10/1/17-9/30/18

### INCREASE IN PATIENT SATISFACTION

GOAL: 83% BY 2020; 85% BY 2021



**N/A%**

AGENCY AVERAGE

**81.0%**

IOWA AVERAGE

**78.0%**

NATIONAL AVERAGE

1/1/18-12/31/18



## ABOUT THE HOME HEALTH QUALITY CAMPAIGN

The Home Health Quality Campaign was developed by the Iowa Center for Home Care to provide free tools and resources to assist member home health agencies with Certificate of Participation requirements to develop, implement, evaluate and maintain an effective, ongoing, agency-wide data-driven Quality Assurance & Performance Improvement program. The campaign focuses on reducing hospital re-admission, improving patients' ability to take drugs by mouth and enhancing patient satisfaction ratings.